

Electronic Acknowledgement Receipt

EFS ID:	7681768
Application Number:	10673105
International Application Number:	
Confirmation Number:	2566
Title of Invention:	Contact center resource allocation based on work bidding/auction
First Named Inventor/Applicant Name:	Andrew D. Flockhart
Customer Number:	48500
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Filer Authorized By:	Douglas W. Swartz
Attorney Docket Number:	4366-113
Receipt Date:	25-MAY-2010
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Application Type:	Utility under 35 USC 111(a)

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Submitted with Payment	yes
Payment Type	Deposit Account
Payment was successfully received in RAM	\$180
RAM confirmation Number	13206
Deposit Account	191970
Authorized User	
The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows:	
Charge any Additional Fees required under 37 C.F.R. Section 1.17 (Patent application and reexamination processing fees)	

File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/Message Digest	Multi Part/.zip	Pages (if appl.)
1		IDS_14.pdf	415767 ac13000111b1d13397d6e3ed4ae361406f7 74110	yes	5
Multipart Description/PDF files in .zip description					
Document Description		Start		End	
Transmittal Letter		1		3	
Information Disclosure Statement (IDS) Filed (SB/08)		4		5	

Warnings:**Information:**

2	NPL Documents	Dinda_A_Prediction-based.pdf	687348 b590b1d7962d9337fb428e5e21b449c5 2958ac	no	8
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Warnings:**Information:**

3	Fee Worksheet (PTO-875)	fee-info.pdf	29958 f08b0292aa62b4d47b95f7f3450cc592fb1 8aa	no	2
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Warnings:**Information:**

Total Files Size (in bytes):	1133073
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New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/D/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.